

EXHIBIT F

(*) emotional @ end
brought up issue
years ago

Investigation Notes: Gail Sweeney
Date: June 21, 2017
Time:

Gail was informed that a formal complaint was brought to the attention of her management and was transferred to Human Resources/Employee Relations on June 16, 2016.

Investigation into the allegations is occurring; the reason of the meeting today was to bring to her attention the allegations made about her.

She was informed that the allegations discussed came from one or more TM's.

She was asked to answer honestly.

She was asked to maintain a professional demeanor in the department and bank environment after the investigation meeting was finished.

Karin addressed the following allegations with Gail:

1. Alleged: June 14, 2017 issue with Triana, Jose and Jacob (speaking Spanish)
Did you say to them "You need to talk English"
Did you tell Triana she was "rude" after she attempted to discuss with you?
2. Alleged: Comments about what you've stated out loud or to a colleague/customer
"They're in America, must talk English" -
"Please speak English" to a customer who is not fluent in English - notes #2
"In America, we speak English" - NO

Alleged: Turns down callers if ESL

→ Complaints about
up to someone
(*) EA (Complaints about people w/ accents)

? use CORE -

3. Alleged: You told TM(s) that your manager (Jose) told you to "watch out", that you were told people were watching you, and he told you people are putting you under the bus" think
data "People are my friends and their not" by Jose

CONFIDENTIAL

SBNA 393

denied

CB

TG

EA

4. Alleged (April): You told TM's "I'll bring it to HR if I find out who's telling on me and I'll find something on them" - Never

Alleged: "someone's snitching on me" - NO

I do say
ship out loud

EA
EA

5. Alleged: being overheard stating
"I don't like them" (James)
"I don't like the sound of their voice"
"I don't like the way they talk (accent)" - NO

EA (she puts on him)

several
on phones
we all comment
"James"
he never stops
talking - all
day long
n: I can't
take it
anymore - no let up

CB

AG

6. Alleged: being overheard stating because you were not pleased with the colleague(s)
"Oh just shut up"

"God, will you shut up"

not to his face

others:
Roll eyes + agree - I'm e done - others say it too
women yes's me (who? & where)

EA

AG

7. Alleged: Have you ever made a comment about a colleague(s) referencing the travel ban and stating that those colleague(s) "wishing those people would go back home"

(+ Lisa said Edith told her) → Never

EA

8. Alleged: Comments about African American colleagues
"this kind of race makes these mistakes" - Never

"what do all these black people do here? They all just stand around" - Never

AG

* TG heard her say "these people" - but
was in phone? said
part of Colvi

EA

AG

9. Alleged: comment
"I have friend(s) in HR" (who can defend (EA))

NO - I don't

* Jose called her a bigot (EV)

* James → Roll's eyes in disgust

* Take New Hire = was told to watch out for her
told she has friends in HR.

AA —————

① way back I was on break - I'm on phones all day long - I need - I told her it was my break + bothered me.

10. Alleged: witnessed a discussion between you and another TM while a TM was on a designated work break (admitted)

You asked the TM if they could refrain from speaking in their native tongue on their personal cell phone conversation. You stated to them it was disturbing you.

11. Alleged: you turned off a caller because they did not pronounce your name correctly, and that bothered you. NO -

12. Alleged: TTY caller
"We shouldn't have to take these calls" after a manager told you to assist the caller

I asked if we have to - Robo calls
Δ's come thru & told 2 3rd party calls
I knew it was a caller for hearing imp. caller

? Resistant to Δ = just came from Dan's mtg holiday Δ -

? You complain often } alot do -
talk openly } others do too

? Dont like when people } joking!
appear happy

#1 ^{as how I grew up} convos w/ Jose + Triana alot

It should be English

+ side of ^{the} #1 thy in here should be English

What is the need? in Spanish
its a constant comin between
them

Triana + Carmen - Spanish } (Chick
Jose + Carmen } of friends)

I get along fine w/ all

#2 Conversations in w/ Jose
Calls w/ Jose - Spanish speaking
only to branch - then interrupts
← got reprimanded sendy to branch.

Jose said - send to Int. line.

nobody does it - its whatever float bar

Proc: go to Int line - do yw? it depends
time limits - on call 1 hr.

We are American - shd speak English

- Triana Friends
- Sasha
- Luke, Andrew, Brian, Corey Black, ? Lisa

(Meets)
 last feedback: didn't have
 1-1 w/ him - can't remember } couldn't recall last feed back

I could switch around
 he's harassed by this group
 I could say I'm being harassed

(*)
 told ab
 prior issues
 caused
 a medical
 LTA

Jose told me - re: customers/ int'lnt
 speak ESL - go to branch

how do you think 4/14 felt - harassing

Worried about what he's said?

formal
 Triana filed a complaint against
 Augustus - told us all about it - harassing

Spoke openly to the group
Brian, Andrew, Luke, Corey,
She told them all she filed
complaint about Augustus.

how handle go back to desk?

3 yr ago

Christine Ramatan - style

2nd rating
Jose said it
was a mistake

Kim Foisy

↳ sat beside me

wanted my desk -

I'm known as a bitch -

"most strong women are"

tell w/ her

she did my P.R. - on open floor

Carol Gilhert - David Gayne - Erica L.
(useless)

↓
"go for it"
"go for it"

Austrian Kim:

on floor - in isle

hell of a 3 yrs in dept.

"PM" 2015 - asked for mtg
2014

↳ maily occurred -

Kim: are you ready

met with (HR? who)

(out on
LOA then)

pulled out records
proof - pay late apr
surge issue
was on e phone
before into
building

4/16

Jory Black / Gail Sweeney
CR ↓ Jose

→ 1st time & talking
burden of us talking to myers for months +
months - all details - they did nothing

"She doesn't care"

→
• Jose Clark
• Christine Ravatn
• Eddie Urege

Q: Who is manager?

A manager told her before -
"Watch out" - people are
watching -
people around you are putting
you under the bus

1-2
months
ago
7
April

She asked - all - I'll bring
to HR.
if I find out who? I'll find
sanctity on them

told CR last week - had enough
Christine + I went to Km.

"She says a lot"
 Jose hears a lot - he's scared of her
 → few things - last time

Jan "new people". Many times 1x week
 to take any Spanish calls on line
 make them go to branch because
 they should speak English b/c they
 are in America

Who? One of our TVs is broken english

last week 6/14/17
 in WLC

(I tray new person
 Edith "tray new person"
 Triana tray new people } she can hear
 We could all hear Gail
 we are a mix of culture } showing he
 my friend Triana + Jake } can speak
 speaks Spanish w/ Jose } Spanish
 own
 conversat
 about an
 account
 turned to me 1st
 "Speak English" →

turned to Triana and

"You need to speak English
in this dept"

"You're rude" (over + over)

Triana - native language

Jose was there - just looked at her.

Triana back + forth w/ Gail

She does this a lot
acts like our managers
Very bossy!

She tells Edith to stop talking to
another guy (James) Gail
& like him - tells him "ss"

Oh "just shut up already"

Edith spoke to mgt - (? who)
to doing anything.

couple times - she talks to Andrew
Grossman
"Why you smiling?"

Edith
talked
to anyone
in months
wants
sent
muted
offended
by Gail

C ✓
 J ✓
 E ✓

Prior inc bright to
 hung down calls / ^{because} (+ speak English)
 "Well they're in America - must
 speak English"

Out loud

Jose was present on 6/14 - he
 did nothing

? he scared of her?

- body lang
- he threw us under the bus
- re: "System" watch out

I thought it was in email?

he sent her FCC - you don't like
 using the system →

She point blank asked me + others
 if I told Jose about system
 She wanted to know
 you don't want to confront her.

Joel
Jose
Christine
Eddie

New Triana Giglia
Jake Stacy (up to ?) Jose

Andrew Grossman

Edith Almeida ✓
Lisa Alrashed ✓

"bunch of us"
↓
all in area

- Luke ? last name
- Brian Haddad
- John Thayer
- Lisa Alrashed (said something about her)

↓
day travel ban
for "She should go back to her country"
to Edith Lisa is aware of this.

6/20/has a

Wednesday June 14th: Triana, Jose and Jake conversation.

Did you witness?

What did you see/hear?

NO

Have you heard Gail say "You have to speak English in this department" or "This is America, you need to speak English?"

People say she says that

Have you ever heard/seen Gail turn down calls because the caller did not speak English or have an accent? said "I don't understand you"

? why

✓ Did you ever hear her make comments about the travel ban?

yes -

Have you ever heard her reference people of color as to "these people make mistakes"

Did you ever hear her say "I have friends in HR?" NO

Jose & my mgr - I don't think he has dialogue skills
she is not friendly - "you should be careful"

Jose → "you should be careful" people around you

→ said it loudly - all could hear

(gail)
I can't find anything on you

Did she ever ask you or make a reference about someone "telling" on her and she will find out and get them into trouble?

not to me -

Lisa

& directly

She

executive order from Trump

heard
from
Edith

"I cant wait to get rid of her"

(Gail → Edith) → Lisa

[I dont know how they speak English
this is American]

Andrew told me thys about
Black comments she's made

& filter - says what she wants

2-3 mos ago

Christine (noc shift)

me, Andrew, Corey? who else

told her about Gael

- accents / - other ethnicities
- colored people
- what was said about me

[Why & by up betty
"we're afraid"]

all
heard
him

& say anything / I'd look into it

wed
5/15/17

(month
ago)

Jose - call Premier Customs
BM on phone 13K payment
removed error (couldn't
assist further)

Punched
Prime -
food out of
his mouth
walked
away

Asked speak w/ Mgr

Went to Jose - & take call

He only does this to me - only my calls

Triana fixes his emails for him

he took Triana's calls - want take mine

I avoid him!

I'll go to my peers before go to him
its racism -

When told Jose → HR mtg (w you)
" (Aux #7) " he stated loudly
+ upset

Holidays - issue now
Quil + Kelly crying

last 2 mos Edith - D'ed alot - not talking
used to be fun - she looks sad

They
know
the
story!

TMS know about Jose/James
he's in trouble

Smoke break gossip

G? go to Dan - didnt want to get
him fired

6/19

Edith Almeida

☒ Confidentiality
☒ Prof Env
☒ HR

Gail Sweeney complained

Speaking about "speaking Spanish"
 Stop talking Spanish - ride - this
 is American

G issues w/ race's

mention callers w/ other lang's
 & help

when
 Prez
 1st

Syring "referring her into work" I hope
 "She hopes Prez Trump sends back
 to his country"

2
 1 mo
 ago

Black: Referenced "black people make
 these mistakes" + this kind of race

stated "I have friends in HR"
 can defend her.

raised to Christine (Trump + Black)
 @ later date

? say - wd follow up w/ it

? get back to you? — NO

did you ask for?

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SBNA 409

told me & talk to James
in an "good morning"
conveying - how was day/ weather

G Whisped - stop talk to her
cant stand his voice
G just to me

Q Why she say this?
- diff to deal with
- @ James start salty in front of her
"I cant stand his voice"
ignores him - picks on him
she emails mgn - when he repeats
on call

Can you stop eating oatmeal
Im sick + tired of see you eat
email.

after I told Christine - it got to
her attention - she came to me
"someones snitching on me" →

asking me ^{if I knew} who did it,
I told her no

Edith
Almeda

→ I would have to put into answer
"her manager told her". (Jose)

(I asked C.R. to move my seat
I was offended by comments.
spoke to Kim (? Foisy) / months ago

[She complains about people w/ accents]
I have an accent!

I may not always let her
comment on it!

end

6/20 Triana Oglio

(^{the}bothered by accent)

Wednesday June 14th: Triana, Jose and Jake conversation.

Did you witness? yes

What did you see/hear?

a first time 2-3 time directed a no
"rude" "don't speak any other language but English"
"I've heard her say xx about 'America - Spanish' and other languages."

(Eddie)
↑
Alexandra
Petrakova

Have you heard Gail say "You have to speak English in this department" or "This is America, you need to speak English?" yes -- to others

insinuating "someone" - but states
told Sasha - in Russian "stop - it bothers me"
on her break or lunch.

Have you ever heard/seen Gail turn down calls because the caller did not speak English or have an accent? yes - witnessed w/ last month →

She'll mute - vent out loud - accent + flouting
Spanish caller - overheard her w/ tm - we're not to
Did you ever hear her make comments about the travel ban? we're not to speak other languages unless we have translators
NO

Have you ever heard her reference people of color as to "these people make mistakes"

Yes - while ago I remember hearing her say
that - I was on a call.

Did you ever hear her say "I have friends in HR?"

Yes - when she's unhappy w D's or unhappy
? statement of fact.

Did she ever ask you or make a reference about someone "telling" on her and she will find out and get them into trouble?

yes. I've witnessed - & asked me

I'm direct - our interactions are minimal
to avoid conflict

Told Jose. Gail is rude (he did nothing) rude - disrespectful & racist (Flas Day)

→ she told Jose before
about Spanish comments w/
a TM in floor

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SBNA 412

6/20

Trana Giglio

temp - 3 mos

6 mos

~~with this~~ w/ us AND i
like this w/ customers

tone + demeanor { guide (completely) - ? know who the customers are -
what's your card #
NO Not that - I need your
xx # }

G ongoing + constant since
I've worked as Temp + Reg EE

Jose / Qui'l know each other
(appears) he & address issues like he does w/ other

- She appears unhappy
- Complains w/ all Δ's @ bank
- bring down morale
- it 'sucks' to have someone complain all day.

6/20 Andrew Grossman

Wednesday June 14th: Triana, Jose and Jake conversation.

Did you witness? Yes

What did you see/hear?

Gail said "speak English loudly"

Have you heard Gail say "You have to speak English in this department" or "This is America, you need to speak English?" Say this before

Have you ever heard/seen Gail turn down calls because the caller did not speak English or have an accent? Yes / yes tells them to go into a branch

Did you ever hear her make comments about the travel ban?
Yes - M. Lisa: "go back to her country"

Have you ever heard her reference people of color as to "these people make mistakes"
No - ? know she says everything

Did you ever hear her say "I have friends in HR?"

Yes

Did she ever ask you or make a reference about someone "telling" on her and she will find out and get them into trouble?

& ask me - has asked others

shared w/ Eddie / Jose / Christine
we've talked about her (e night) } over period of time

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SBNA 414

I'm terrified of her:

6/20 Andrew Grossman

Sit next to her
say this

Augustus
Rushad
Justin.

→ ref: 3 black colleagues

Mon
aug 0.

"what do all the black people
do here - all just stand around"

Edith talk to her anytime

what are you smiling for? to me

She has a lot to say about everyone

last Thursday - CCC rep's "how's day"
(God - will you just shut up?)

* Blatant racism

* She & like Δ's

she is beligerent about it

loudly voice her opinion

no filter

Jose - she feels given here long time
she's above + untouchable

Very confrontational woman
she shuts down w/ Δ 's
apple pay (calls)

→ 2 month

last week - keep me
(what have you been doing)
she does what she wants
(ie: & doe Δ 's)

She complains loudly to Jose

Edith just went "silent" due
to her - because of how she acts
started mos ago.

6/20 James Berard
re: GS.

She's short w/ people
shes frustrated by Δ's

No issues w/ her.
Havent heard

w/ Customer Calls

- she's curt
- she's short

[gets frustrated
& have their info
on card ready]

Some TMs - very good
S

Customers:

"They're stupid"

"they're downright comonly Fraud"

"Fraudsters" (never assume!)

"heard ? & derogatory")
grammar

Colleagues - some discuss her being "kunt"

she sits next to Kathy
& interact

"Friends in HR" - NO

she has stated "complained to HR"
is @ Day of holidays

pull calls - get an idea of who/when
she is

(*)

"Call back when you have
your card reader"

"Call back when you have
your info avail"

[make every attempt to assist]

she gets alot of calls from her
grandchildren all day

"unique" alarm or ring (you know)

Protection
is sure sent

(*)

Jose & tell her to get off phone
he has taken my head off when
I used my phat

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SBNA 418

4/14:

& hear her say

disgusted
look

but she did roll her eyes

body language → sway head
gesture

(Jose's Team)

[Triana, Jacob, Jose]

Kelly

She's not a happy person

She's got leeway w/ Jose

IPhone tuck to grandchild's desk
facing in morning

6 months ago - not recently

@ time I got reprimanded (+ even
in clock)

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6/16 Jake Stacy (re: Gail Sweeney)

hang w/ Triana
attitude - looked annoyed afterwards

I heard Gail made "this is America"
& "we speak English"

Triana
told
me

I was attending to my work
All were annoyed

[I know Triana heard -]
? Jose

Nature - } just the 3 of us
of conv

? my first day - she was on phone
she hung up phone on call

I was so new - she hung up on then

 Political: And Donald Trump supporter
comments

I brush stuff off - I don't listen
she talks out loud - openly

holiday issue on Thur after
Gail hates work her
looks for new job
Can't be worse than here (re: Citizens)

My 1st couple days -
bounced around TM's
one told

"Watch - don't say anything to
Gail" - she has way of
finding this out.

She has "friends" in HR
"as qualified" Am her friend

2/20 Aliaksandra Astrakova & Pull up calls

Wednesday June 14th: Triana, Jose and Jake conversation.

Did you witness?

What did you see/hear?

NO

& addressed w/ Mgs

the way she handles customers } Jose ← Mgs are aware of what's going on
? Christine
✓ Eddie → she's loud we all hear her w/ customers

Have you heard Gail say "You have to speak English in this department" or "This is America, you need to speak English?"

Yes - similar

Have you ever heard/seen Gail turn down calls because the caller did not speak English or have an accent?

yes - actually "Can't understand you" please speak English + hang up. disconnect

Did you ever hear her make comments about the travel ban?

NO

Have you ever heard her reference people of color as to "these people make mistakes"

NO

heard people of color commenting on → they heard her say it.

Did you ever hear her say "I have friends in HR?"

not long ago → NO inbound received call on old team - "HR - line to talk to Gail"

Did she ever ask you or make a reference about someone "telling" on her and she will find out and get them into trouble?

NO

favoriten = NO

(She is very intimidating)
Mgs & want to confront

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SBNA 422

6/20

Sasha

as contractu
told my TM's
in Russi

about
year ago

how long doing that
"that" talk in Russian
You're disturbing my lunch
I snapped @ her & left
gave her silent tx

& other to me no

I hear re: how treats customers
Spanish called
R P → to translator

I've
heard
her

→ "In America we speak English"
go to branch.
alleged TMs brought this up to Mgt. prior

now w/ Edly

she says "hi" to me now
that I'm a notum team

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SBNA 424

6/21 Christine

Wednesday June 14th: Triana, Jose and Jake conversation.

Did you witness?

What did you see/hear?

NO

heard from Corey

Have you heard Gail say "You have to speak English in this department" or "This is America, you need to speak English?"

NO -

others say she says it

Have you ever heard/seen Gail turn down calls because the caller did not speak English or have an accent?

Not directly

heard from others

Did you ever hear her make comments about the travel ban?

NO -

told about Travel ban - Lisa or Said

"go, back home" → heard many times

Have you ever heard her reference people of color as to "these people make mistakes"

NO

Not directly - I wd of said something
She makes comments about all races

Did you ever hear her say "I have friends in HR?"

NO -

I heard this from Corey

Did she ever ask you or make a reference about someone "telling" on her and she will find out and get them into trouble?

NO

I told Kim last week
she is a bully

she thinks shes above it all

Did this raise issues? (ie: Editor)
(Trump + Black) ? when

- any follow up?

- ? more seat (when?)
(Kim Forsy) - in circle of seats

? after hours convo's / hallway convo's
↳ yes - that's how I heard
about it

4/21 Christine

Edith

new to my team

2/3 rd 1-1 - in (? March) ^{appeared seat mine}

uncomfortable

racist remarks (told Dan mine seat) ^{told "racist"}

Calles "need to speak English"

I suggested to mine seat
& happened opt.

7
Edith
go + complaint

told Jose
Amit w/
calls

Cory Black - } they hear all she says
Edith

told
Jose
may

(Cory mentioned in past -

Rude - hangs up if they don't
speak English

act # info - refuse to ID then

↓ I told Jose this

New hires - on court side

4/14

Cory sent me message

7/15/5 - in Spanish - quit case

Corey having to hear behave,
 I'm sure all heard
 bad 1st impression for New TM's
 took it to Kim - it's happy again
 Corey spoke to Kim
 Kim asked Corey to talk to HR (Karin)

"Trump"

"Going Back to Countries"

I hear more - why Monday NOCs

Andrew - from a lot heard in "why Smiley"

? last week call

"We shouldn't have to take
 these calls"

we
 shouldn't
 have to
 take these
 calls. ↑

Operator calls - Jose told me no

I told her it's a TTY call -

NR: take the call - authenticate

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SBNA 428

Is Jose afraid of Gail?

Mouth basic } as manager
so rude } bad person
 } hard to deal with

Eddie pulled calls - Complaint

[Eddie - she was in PIP
on way to - disciplining
& happened.]

a lot of complaints about her
why not deal w/ it.

6/20 E. Verga

long time coming

Rude w/ customers

(P- 2015) → SUP
Jose said she's fine
↓ 2016 = he gave her
2 meets
(no improvement)

Known she is a problem (well known)
too far away to overhear

[I think
he's afraid of her
(Jose)]

["Gail being Gail"
fighting new D's on P+P]

I wd have never supported
her "Meets" 3.5 Rating

? Jose try to avoid → SUP issue
he D thought she could post out

Eddy

Wednesday June 14th: Triana, Jose and Jake conversation.

Did you witness?

What did you see/hear?

NO

Have you heard Gail say "You have to speak English in this department" or "This is America, you need to speak English?"

Way back to April 2017 ← Not directly - through hearsay from Corey + Andrew, John ...

Have you ever heard/seen Gail turn down calls because the caller did not speak English or have an accent? NO - but heard - reported to Jose sent call

March 2017 ← One time she tuned off a caller because she didn't say "Gail" correctly

Did you ever hear her make comments about the travel ban?

to directly to Lisa see to

Have you ever heard her reference people of color as to "these people make mistakes"

NO to directly only 3rd party (TMs)

Jose said shes bigot.

Did you ever hear her say "I have friends in HR?"

not directly - through people / others

Did she ever ask you or make a reference about someone "telling" on her and she will find out and get them into trouble?

NO

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SBNA 431

Manager Questions:

Are you aware of TM's having issues with Gail Sweeney?
Please describe what you know:

my staff - no
no my staff here FCC area staff
what do you do w/ that -

March 29th Pulled aside next morning
G told him

What did you do with this information/ how did you handle being informed of this told Dan + Tessa

Did you follow back with the TM(s) that complained?

no keep myself over

Did you ever tell Gail to "watch out - people are watching you" / if so why?

no I don't talk to Gail
my interaction w/ team is limited

- CR: Moving EA seat? How have you handled? And reported back to EA?
- If you knew about the "race" comment, why didn't you address it or move it to a Sr. Manager?

- JC: Gail is telling people you are stating "watch out"
- Why didn't you do something on 6/14

March time

↓
staff they were
unloading

↓
told Dan

↓
sense of
urgency
unfavorable
comments

Andrew
is afraid
of her.

John
Thayer
too

Jose 2016 Ratings: 5.5

6/20

Wednesday June 14th: Triana, Jose and Jake conversation.

Did you witness?

What did you see/hear?

We shouldn't speak Spanish here
Triana responded - got back to Gail next day
→ Kim asked me what happened

Coached in March + April -

→ Customer interactions

→ follow script → Following P+P → Customer Complaint

Have you heard Gail say "You have to speak English in this department" or "This is America, you need to speak English?"

She says - as a general statement "why I speak English".

Have you ever heard/seen Gail turn down calls because the caller did not speak English or have an accent? I believe so -

April 6 2017

← She can't understand customer

Refused to assist caller

Did you ever hear her make comments about the travel ban?

NO -

Have you ever heard her reference people of color as to "these people make mistakes"

"make mistakes" - heard? know it was "color"

Augustus: How did we hire this person - We need to train him about mistakes
? not color the "person".

Did you ever hear her say "I have friends in HR?"

NO -

Re: HR: only discussed Δ's w/ schedule

Did she ever ask you or make a reference about someone "telling" on her and she will find out and get them into trouble?

NO

"Better watch out" - customer interaction

d/t the call issues - already in

Quality - records "were watch you about"

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SBNA 433

6.5. Why am I being singled out? - (errands)

Manager Questions:

Are you aware of TM's having issues with Gail Sweeney?
Please describe what you know:

NO -
Christine - said Edith issue
couple mos ago.
Christine - "shes loud"

assistant to A
assistant for new
tasks
tried flexibility
G refused new
outcome

= going on
for about a
year.
(oo. leave)
D's

What did you do with this information/ how did you handle being informed of this _____

Did you follow back with the TM(s) that complained?

Did you ever tell Gail to "watch out - people are watching you"/ if so-why?

← (see prior page)

I've been
her many
years -
why I
have to
do these
D's

- CR: Moving EA seat? How have you handled? And reported back to EA?
- If you knew about the "race" comment, why didn't you address it or move it to a Sr. Manager?
- JC: Gail is telling people you are stating "watch out"
- Why didn't you do something on 6/14

SI

only Customers - we know that

some one complained to another manager remarked -

she is impulsive "customer call center" translation issue

assessed - she never uses translation when needed - part of process! (use to quit)

Just She had concerns -

to: what's going to happen = PIP

girl Quiet for a while ↑ and ↓

last week → EAR Complaint (Dan responded)
She was Rude to Bank TM

She's impulsive w Customers + TM's

Calls e work:

people use phones @ work -

(*) waiting for procedure to address coaches to TM's

Concun's - becomes unprofessional
the way she is - I want
witness -

I'm not afraid of her

Spoke to Kim -

re: 6/14 issue

intended to speak to her (in front of others)

too much friction w/ her then

(Kim) "hold -"

from 2x "P" to (what I'd)

how

3.5
2016?

~~P~~

- Volume
→ did job

→ Team Player (was better) & often

quits.

Schedule:

only one
w/ & w/E's

off: Fri/Sat/Sun

business need -

Melissa accommodated

that

quit complained & gaps in schedule

2 wks
ago

Req time to go to Dr = called out PTO
another request - again Drs apt
enter time req on WFM

called out Monday - 6/19: ~~see~~ ? why

Chris Brown

unusual
Not to
call me

told Jose numbers in my
arms - ? put of my accident
last year.

Jose [looky for an out - her game]
- [cant work until 7:00]

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